

Department of Social Services  
Reimbursement & CON  
55 Farmington Ave — 9<sup>th</sup> Floor  
Hartford CT 06105

February 28, 2018

To the Department of Social Services:

The Value Care Alliance appreciates the opportunity to comment on the findings of the Patient Centered Medical Home Plus Mystery Shopper survey conducted in October of 2017. As a collaboration of high performing healthcare systems, we are dedicated to delivering efficient and effective care and an exceptional patient experience as well as to improving the health status of the populations we serve.

We have reviewed the results of the survey and are pleased to see that we are providing a high level of access for the PCMH+ population seeking care from the providers in the St. Vincent's Advanced Network. We are committed to serving the Medicaid population in the State of Connecticut, and to that end, our local office policies reflect a commitment to provide all who seek our services with accessible and equitable care. We also understand that a number of opportunities for improvement were identified and need to be addressed such as the need to enhance communication with Community Health Network to ensure a clear understanding of which practices in the St. Vincent's Advanced Network are accepting new patients.

We remain committed to the goals of the PCMH+ program and look forward to continuing our relationship with the Department of Social Services and the other PCMH+ participating entities.

Kind regards,

A handwritten signature in black ink that reads "Jeanne O'Brien".

Jeanne O'Brien  
CEO, Value Care Alliance

A handwritten signature in black ink that reads "Patrick Charmel".

Patrick Charmel  
Board Chairman, Value Care Alliance